

JUL 26 1995

1. CASE NO: N9550028 950522CNE5367		0. INVESTIGATOR'S ID 1111		3. OFFICE CODE 800		EPIDEMIOLOGIC INVESTIGATION REPORT	
4. DATE OF INCIDENT YR MO DAY 95 01 30		5. DATE INVESTIGATION INITIATED		YR MO DAY 95 07 06			
6. SYNOPSIS OF INCIDENT OR COMPLAINT: A toaster oven started smoking.							
7. LOCATION (Home, school, etc.) Home 10		8. CITY Groton		9. STATE Connecticut CT			
10A. FIRST PRODUCT Toaster Oven 0216		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Black & Decker - TRO-400TYI Shelton, CT - TRO-400TYI					
10B. SECOND PRODUCT Newspaper 1137		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS					
12. AGE OF VICTIM 999	13. SEX (USE NUMERICAL CODE) Male1 Female2 Unknown... 3		14. DISPOSITION 99		15. INJURY DIAGNOSIS 70		
16. BODY PART 99	17. RESPONDENT(S) (Mother, Friend) Victim/Compl. 1		18. TYPE INVESTIGATION On Site..... 1 Telephone..... Other.....		19. TIME SPENT 3.0		
20. ATTACHMENTS Multi 9	21. CASE SOURCE Fire Dept. 01		22. REVIEWED BY 8342		YR MO DAY 95 07 19		
22. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME [] CPSC MAY NOT DISCLOSE MY NAME <input checked="" type="checkbox"/>							
24. NARRATIVE (See Instructions on Page 2)				25. REGIONAL OFFICE DIRECTOR REVIEW DATE Richard D. Swackhamer - 7/20/95			

MFR/PRVLBR NOTIFIED
 No Comments made
 Comments attached
 Excisions/Revisions
 Firm has not requested
 further notice

The following investigation was assigned as an IDI on June 3, 1995. The incident involves a toaster oven that had been working for approximately 1 year without any problems.

PRE-INCIDENT:

The victim on May 1, 1995 who was in fine emotional and physical condition arrived home from work and everything appeared to normal. The victim and her dog then went outside. As the victim and the dog were outside the victim stated that she could smell smoke but didn't think to much of it because a neighbor of hers burns things all the time.

INCIDENT:

As the victim was bringing in her dog she smelled smoke and looked up and noticed white smoke spewing throughout her house. Suddenly the smoke detectors started to go off and the victim quickly tried to locate where the smoke was coming from but she could not find it. The victim then called her husband at work. The victim's father in-law happened to pick up the phone. The victim explained to her father in-law what was happening. He immediately told her to get out of the house and call the fire department. The victim dialed 911 and ran next door to her grandfathers house with her dog. The victim informed her grandfather what was happening. The victim and the grandfather ran back to the house where the grandfather immediately discovered that the Black and Decker Toaster Oven which had all the control panels in the off position with newspapers stacked upon it was smoldering.

POST-INCIDENT:

The victim quickly unplugged the toaster oven and put out the smoldering fire of newspapers. As the victim was opening the windows in the house to air it out the Fire Department arrived. The victim informed the Fire Department as to what had just occurred. They informed the victim that this was not the first incident with a Black & Decker Toaster Oven to turn on when the control panel states that it is off. At that point the victim freely handed over the toaster oven to the Groton Fire Department to do what ever they wanted to do with it.

The victim stated that she had received the toaster oven as a shower gift approximately 1 year ago. The victim stated that at the time of the incident the toaster oven was plugged into a regular 120v socket. The controls were in the off position. Being that the product was seldom used newspapers and mail had been placed on the top of the oven.

On June 2, 1995, the victim wrote to the manufacturer to inform them what had occurred. (Exhibit I)

A letter dated June 12, 1995 was received by the victim from the manufacturer acknowledging that they had received her letter. (Exhibit II) Also in this letter Black & Decker stated that they realize that the Groton Fire Department has the possession of the product and that they would like the victim to regain possession so they may have the opportunity to inspect the product. This letter also stated that the manufacturer would like to discuss this matter with the victim. The victim stated she has contacted the manufacturer to discuss the incident but was told to leave a message and a person would get back to her. To date the victim has yet to get a call back from the manufacturer.

On June 9, 1995 an inspector for the Department Of Consumer Protection went to the Groton Fire Department to collect the toaster oven sample to have it shipped to the U.S. Consumer Product Safety Commission for inspection.

On the back of the toaster oven it states "Black & Decker, model No TRO-400TY1, Shelton CT, 120Volts, 1500 Watts, 50-60 Hz-AC- Only. Household use only. UL Toaster Listed 228E. Toast-R-Oven Broiler.

PRODUCT IDENTIFICATION

Manufacturer: Black & Decker
6 Armstrong Rd
Shelton, CT 06484

Brand Name: Toast-R-Oven

Model Number: TRO -400TY1

EXHIBITS

- I. Letter to manufacturer from victim.
- II Response letter to victim from manufacturer
- III Groton Fire Department Incident Report
- IV Booklet on use and care of toaster oven
- V Pictures of toaster oven

900226NK 5367

9010.24

Figure 5-3

RELEASE RECORD

U. S. CONSUMER PRODUCT SAFETY COMMISSION

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☐ You are hereby authorized to disclose my name and address with the information collected on this case.

☐ My identity is to remain confidential.

(Signature)

(Date)

Exhibit I

June 2, 1995

Consumer Assistance and Information
Black & Decker (U.S.) Inc.
6 Armstrong Road
Shelton, CT 06484

980522CNE5367

To Whom It May Concern:

I wanted you to be aware of a situation that occurred in my home on May 1, 1995. Upon arriving home from work I could smell a burning odor throughout my entire house, I checked every room and could not identify what the smell was. I went outside for approximately 8 minutes to let my dog out and when I returned inside my Black & Decker Toaster Oven was ablaze and my entire house was filled with thick smoke. I immediately dialed 911 and the fire department was dispatched to my home, upon their arrival they discovered that my Black & Decker Toaster Oven was over-heating with all the controls in the off position. They informed me that this was not the first incident with a Black & Decker Toaster Oven and that your company had been notified of this occurrence previously and nothing had been done to correct this situation. If I had not arrived home from work when I did, I would have not only lost my home and all its contents, I would have also lost my dog.

On the back of your Use and Care Book you state that, "If the product should become defective within the warranty period we will repair it or elect to replace it free of charge" I do not want it repaired or replaced, but what do you define "defective" as? Coming home to find your Black & Decker Toaster Oven ablaze? I'm very fortunate that I escaped a tragedy, and I hope others have been as lucky as I was, but I feel that this could have been avoided if you only had taken the appropriate measures to correct this serious problem. The Fire Department has confiscated my Black & Decker Toaster Oven and are investigating into this problem further. Please know that I have notified everyone I come in contact with that owns a Black & Decker Toaster Oven to be aware that there is a serious problem and to pass the information on to others who own your products.

Attached is the Fire Incident Report that contains all the information on the fire as well as the year, make, model and serial no. of my Black & Decker Toaster Oven.

~~Lauren C. [redacted]~~
~~[redacted]~~
Groton, CT 06340

Black & Decker U.S. Inc.
701 East Joppa Road
Towson, Maryland 21286
410-716-3900

Telex 87-930 Mail Stop: TW 177
Direct Dial: 410-716-2182
Fax: 410-716-2379

Exhibit II

750522 CNE J367

BLACK & DECKER

June 12, 1995

[REDACTED]
[REDACTED] Main Street
Groton, Connecticut 06340

RE: B&D #: 22520

Dear Mr. [REDACTED]:


This will acknowledge receipt of your letter dated June 2, 1995.

We thank you for taking the opportunity in advising us of the incident you experienced with one of our products. Black & Decker is very concerned with the use, care and safety of our products and would like an opportunity to inspect your toaster oven. I realize that the Groton Fire Department has possession of the product and therefore we are requesting that you regain possession so we may have the opportunity to inspect the product.

I would also like to discuss the incident with you at your convenience. Please contact me at 1-800-231-9786, extension 2-2182 between the hours of 8:30 AM and 4:30 PM, Monday through Friday.

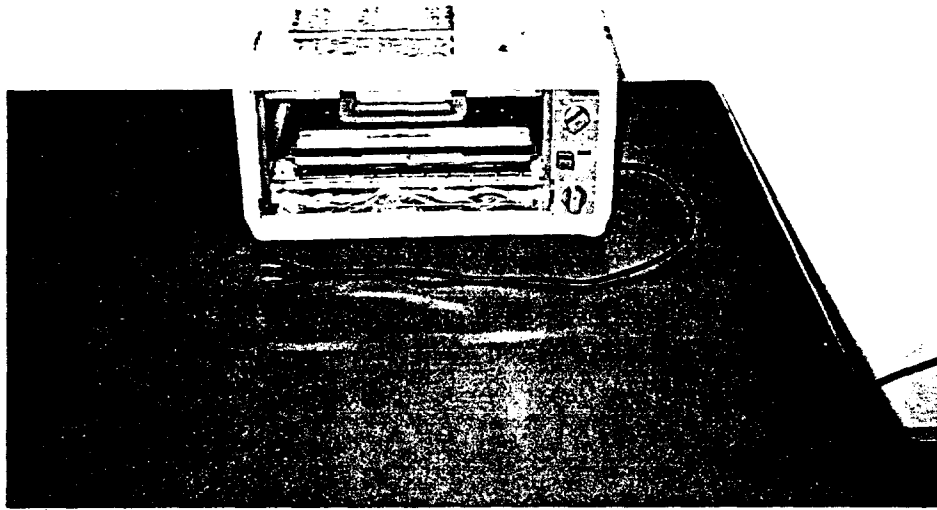
Thank you for your anticipated cooperation.

Very truly yours,

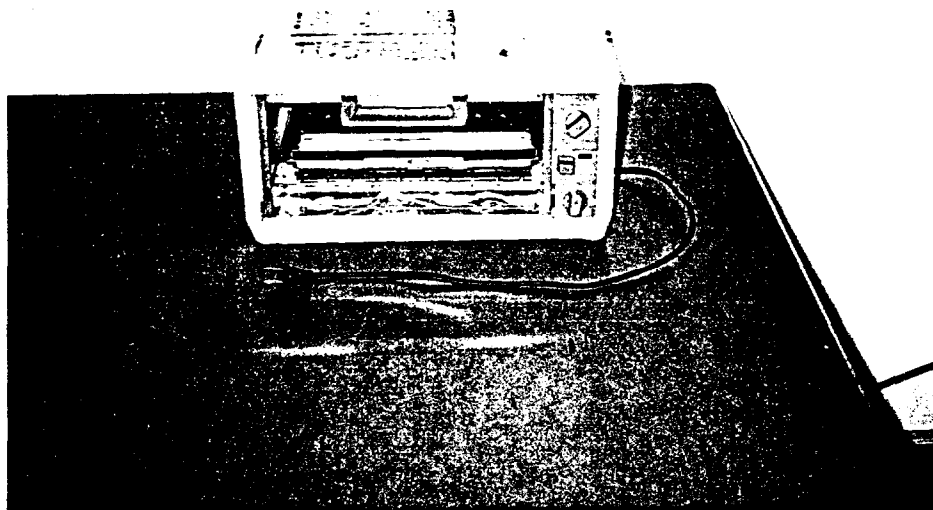

John G. DeSimone
Claim Representative

JGD/vln

950 522 CNE 5387



1) Pictures of toaster oven



Department of Consumer Protection
CONSUMER STATEMENT/PRODUCT INCIDENT REPORT 950522CNE 536

COMPLAINANT: Name: Donald Rollings (Groton Fire Marshall)

Street: 295 Meridan City: Groton State: CT Zip: 06340

Home Phone: _____ Work Phone: (203)445-2456

MANUFACTURER: Name: Black & Decker

Street: 701 E. Joppa Rd City: Towson State NJ Zip 21204

Have you contacted the manufacturer? Yes No Do you intend to? Yes No

Have you returned the product? Yes X No Do you intend to? Yes No

DEALER: Name: _____

Street: _____ City: _____ State: _____ Zip: _____

DESCRIPTION OF PRODUCT: TOASTER OVEN AGE OF PRODUCT: 1 YEAR

BRAND NAME: _____ MODEL/SERIAL NO.: 400TY1(?)

IF INJURY OR ILLNESS: Victim's Name: _____ Relationship: _____

Age: _____ Sex: _____ Date: _____ Type of Injury: _____

Body Part Involved: _____ Treatment: _____

GIVE DETAILS OF ACCIDENT, INJURY, OR ILLNESS. DESCRIBE HOW INCIDENT OCCURRED.

SEE INCIDENT REPORT

THE FIRE MARSHAL HAS PRODUCT AT HEADQUARTERS.

Received By: Vincent Pugliese

Date Received: 5/2/95 Source: _____ letter X phone _____ visit _____

Referred To: CPSC Date: 5/9/95

DO YOU GIVE THE DEPARTMENT OF CONSUMER PROTECTION YOUR PERMISSION TO RELEASE A COPY
OF YOUR CONSUMER STATEMENT? X YES NO

EMAS / FOR & / 15 / 60 I / H

N55-0038A

950522CNE5367

SECTION 4

DEPARTMENT OF PUBLIC SAFETY
DIVISION OF STATE POLICE
SP-227-C (Rev. 11/85)

LOCAL FIRE REPORT TO THE STATE FIRE MARSHAL
BASIC INCIDENT REPORT
FIRE DEPARTMENT CITY OF GROTON (6#1)

☐ REVISED
REPORT

FD#	INCIDENT NO.	EXP NO	NO	DAY	YEAR	DAY OF WEEK	ALARM TIME	ARRIVAL TIME	TIME IN SERVICE
03051	95011310		05	01	95	MONDAY	121711K	117114	11171219
TYPE OF SITUATION FOUND						TYPE OF ACTION TAKEN		ACTUAL	
TOASTER OVEN FIRE						INVESTIGATION		3	
FIELD PROPERTY USE						IGNITION FACTOR		N/A	
SINGLE Family Home						UNKNOWN ELECTRICAL FAILURE		515	
CORRECT ADDRESS						CENSUS TRACT		17C215	
36 Chapman ST						016131410		17C215	
OCCUPANT NAME (LAST FIRST MI)				TELEPHONE		ROOM OR APT		DATE OF BIRTH	
LYON LAUREN				445-1384					
OWNER NAME (LAST FIRST MI)				ADDRESS		TELEPHONE		DATE OF BIRTH	
Same AS ABOVE									
METHOD OF ALARM FROM PUBLIC						DISTRICT		SHIFT	
GFA						01012		C	
NUMBER FIRE SERVICE PERSONNEL RESPONDED		NUMBER ENGINEERS RESPONDED		NUMBER ALARM APPARATUS RESPONDED		NUMBER OTHER VEHICLES RESPONDED			
111		01011		01011		6-14 101011			

COMPLETE FOR ALL INCIDENTS

NUMBER OF INJURIES FIRE SERVICE		OTHER		NUMBER OF FATALITIES FIRE SERVICE		OTHER	
111		111		111		111	

COMPLEX		MOBILE PROPERTY USE	
SINGLE Family Dwelling		N/A	
AREA OF ORIGIN		EQUIPMENT INVOLVED IN IGNITION	
KITCHEN		TOASTER OVEN	
FORM OF MEAT OF IGNITION		TYPE OF MATERIAL IGNITED	
UNKNOWN SHORT		PLASTIC	
METHOD OF EXTINGUISHMENT		LEVEL OF FIRE ORIGIN	
SELF		GRADE	
VALUE OF BUILDING		INSURANCE ON BUILDING	
111		111	

COMPLETE FOR ALL FIRES

NUMBER OF STORIES		CONSTRUCTION TYPE	
2 STORIES 1 BASEMENT		PROTECTED WOOD FRAME	
EXTENT OF FLAME DAMAGE		EXTENT OF SMOKE DAMAGE	
OBJECT OF ORIGIN		Room of ORIGIN	
EXTINGUISH PERFORMANCE		SPRINKLER PERFORMANCE	
UNKNOWN		N/A	
IF SMOKE UPRAID BEYOND ROOM OF ORIGIN		AVENUE OF SMOKE TRAVEL	
PLASTIC		NONE SIGNIFICANT	
FORM OF MATERIAL GENERATING MOST SMOKE		N/A	
N/A		1918	

COMPLETE IF STRUCTURE FIRE

IF MOBILE PROPERTY	YEAR	MAKE	MODEL	SERIAL NO.	ST	LICENSE NO.
IF EQUIPMENT INVOLVED IN IGNITION	YEAR	MAKE	MODEL	SERIAL NO.		
	1994	Black + Decker	TRC	400TY1 (?)		

UNLESS IF THIS NUMBER IS PART OF MODEL NO.

COMMENTS:
OWNER Came Home From WORK And Could Smell Something Burning Upon
ARRIVAL Ed. Found The TOASTER OVEN OVER HEATING WITH ALL OF THE
CONTROLS IN THE OFF POSITION - NO STRUCTURAL DAMAGE HAD OCCURRED.

ESTIMATED BY
CAL FIRE MARSHAL
CAL POLICE DEPT.
TE FIRE MARSHAL

Officer Filling Out Report

#4 William J. Fisher
FIRE MARSHAL SUBMITTING REPORT

DATE

5/1/95

Investigation Report - Analyst's Comments

Task No. 950522CNE5367 Regional Office NYCO
Product Code 0216 Investigator ID 111
Category SECT041995 Hours Reported 3.0 hr

Comments

~~Report~~

Newspaper coded As second product.
Model was given in MANUAL, Attached
to I.D.I.

Respondent was the occupant.

Add to synopsis the controls
were in the opposition, AND
Newspaper were stacked upon
the master.

Reviewer ih

Date:

8/9/95

If you believe the identified deficiencies require contacting investigator/victim and requesting further information, please sign here.

Additional Information
Requested

Signature

950522ENE5467

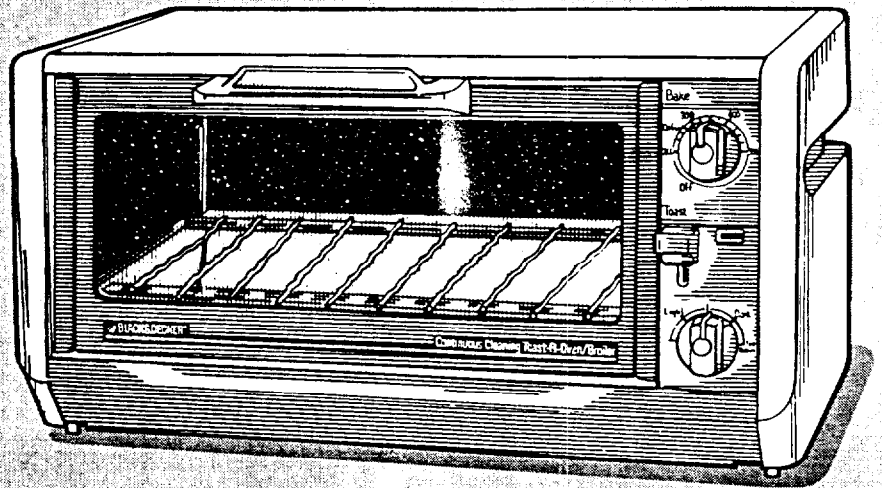


BLACK & DECKER®

SAVE THIS USE AND CARE BOOK

Exhibit IV

Toast-R-Oven™ Broilers



800-231-9786

QUESTIONS? Please call us TOLL FREE
Monday - Friday 8:15 a.m. - 5:00 p.m. Eastern Time.

MODELS TR051, TR0400 -TR0600